

CITY OF RIVERSIDE

0815

04/13/98

HUMAN RESOURCES DEPARTMENT

Revised

CLASSIFICATION SPECIFICATION

TITLE: UTILITIES FIELD SERVICES TECHNICIAN**DEFINITION**

Under general supervision, to read electric and water meters and record consumption; to start and stop utility services, interact with customers regarding complaints and billings, explain utility procedures and policies; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a bridge class in the Utilities Field Services Series between the Utilities Meter Reader and Utilities Senior Field Services Technician. This class is distinguished from the Utilities Senior Field Services Technician by the skill level and broad range of experience that incumbents are required to possess at the Senior level enabling them to perform the most difficult and challenging work in the Field Services Series. The Senior level is utilized as a lead worker and primarily performs start and stop utility services, handles customer complaints including difficult cases, collects delinquent accounts, and perform investigations of possible diversion activities. Incumbents at the Utilities Field Services Technician level perform similar duties, however, meter reading duties comprise a significant portion of the over-all job duties at the lower level and incumbents do not typically perform collections activities.

REPORTS TO: Utilities Field Services Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Utilities Field Services Supervisor.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Read electric meters on assigned routes utilizing telescope for reading over fences.
- Read water meters on assigned routes utilizing hand trowels, shovels, and buckets to dig out dirt and bail out water in meter boxes.
- Interact with dogs in the course of obtaining meter readings.
- Make initial on-site inspections of suspected tampering or unauthorized use of, electric and water meters.
- Re-ring and/or reseal electric meters or remove and replace for safety and/or to preserve as evidence of diversion.
- Prepare orders for field testing of, or replacement of water and/or electric meters by the appropriate meter shop.
- Perform field testing and replacement of meters as required.
- Utilize Data Cap Handheld (DCH) computer to input water and electric meter readings, update meter location, and update account information as required.
- Utilize a Mobile Data Terminal (MDT) to communicate work order status with appropriate personnel.
- Stop and start service to water and electric meters.

- Read meters for the purpose of recording the consumption on various types of work orders; note and report broken or defective meters and check wiring to determine that meter has not been bypassed. Immediately report any unsafe meter condition to supervisor.
- Contact customers to obtain billing information, explain utility policies and procedures, or investigate high consumption complaints.
- Tactfully respond to citizen inquiries and complaints.
- Assist in the training of new employees.
- Maintain assigned City vehicle including removing of trash, debris, and personal items; report mechanical defects and problems to supervisor; monitor and/or maintain appropriate tire pressure, gasoline, water, and oil levels.

QUALIFICATIONS

Knowledge of:

- Geography and street locations of the city.
- Basic electricity, including wiring, meters, and distribution panels.
- Water meter mechanisms and their operation.

Ability to:

- Follow written and oral instructions.
- Understand and explain municipal billing policies and procedures.
- Work outdoors under varying weather conditions.
- Establish and maintain effective working relationships with customers under difficult conditions.
- Inspect electric and water services and detect tampering or diversion.
- Lift up to 32 pounds regularly and up to 60 pounds occasionally.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade.

Experience: One year of experience in consumer credit investigation and collection and/or in meter reading and field service work.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of, or ability to obtain, an appropriate, valid, Class C California Motor Vehicle Operators License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Field Services Technician

TO: Utilities Senior Field Services Technician